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CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:
Date: November 29, 2006 Name: Vincent J. Gnoffo, 44,714 Signature:

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing Service Desk
Capability

Attorney Docket No: 10022/178

BRINKS
HOFER
GILSON
& LIONE

Examiner: Tan D. Nguyen

Art Unit: 3629

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- Transmittal Cover Letter (1p. Filed in Dup.); Amendment A (17pp.)
 Return Receipt Postcard

Fee calculation:

- No additional fee is required.
 Small Entity.
 An extension fee in an amount of \$____ for a ____-month extension of time under 37 C.F.R. § 1.136(a).
 A petition or processing fee in an amount of \$____ under 37 C.F.R. § 1.17(____).
 An additional filing fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Small Entity		Not a Small Entity		
					Rate	Add'l Fee	or	Rate	Add'l Fee
Total	65	Minus	67	0	x \$25=			x \$50=	
Indep.	5	Minus	5	0	x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$	Total	\$	

Fee payment:

- A check in the amount of \$____ is enclosed.
 Please charge Deposit Account No. 23-1925 in the amount of \$____. A copy of this Transmittal is enclosed for this purpose.
 Payment by credit card in the amount of \$____ (Form PTO-2038 is attached).
 The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Date

Nov. 29, 2006

Respectfully submitted,

Vincent J. Gnoffo (Reg. No. 44,714)



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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
On November 29, 2006

Date of Deposit

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or
Registered Representative

Vincent J. Gnoffo

Nov. 29, 2006

Date of Signature

Our Case No. 10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
Riley, et al.)	
Serial No. 10/029,769)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001)	Group Art Unit No.: 3629
For METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY)	Confirmation No. 4749

AMENDMENT A

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated August 29, 2006, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.